



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

RESIDENTIAL CARE WORKER TRAINEE	Class No. 005073
RESIDENTIAL CARE WORKER I	Class No. 005074
RESIDENTIAL CARE WORKER II	Class No. 005072
SENIOR RESIDENTIAL CARE WORKER (T)	Class No. 005089

■ CLASSIFICATION PURPOSE

To supervise and care for abused, abandoned and/or neglected children ages 0-18 years that are in protective custody in residential cottages at the Polinsky Children's Center, the County's 24-hour emergency shelter care facility; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Positions in these classes are allocated to the Health and Human Services Agency (HHS), Polinsky Children's Center.

Residential Care Worker Trainee:

This is the trainee level class in the Residential Care Worker class series. Under direct supervision, incumbents acquire a working knowledge of supervision and assessment duties and techniques in the care of children in residence at the Polinsky Children's Center and assist higher level Residential Care Workers in the care, supervision and assessment of children.

Residential Care Worker I:

This is the entry-level class in the Residential Care Worker class series. Under direct supervision, incumbents perform the more routine duties involved with the supervision and care of children, to include observing and documenting the behavior, development and needs of children and instructing children on the development and use of essential life skills.

Residential Care Worker II:

This is the journey level class in the Residential Care Worker class series. Under general supervision, incumbents perform the full range of duties involved with care, supervision and assessment of children. Responsibilities include working with children in all age groups, handling the more difficult care and assessment situations to include attending to the specialized needs of children with behavioral and/or emotional problems, orienting new staff and providing technical guidance to lower level Residential Care Workers, volunteers and contract workers.

Senior Residential Care Worker:

This is the lead level class in the Residential Care Worker class series. Under direction, incumbents perform as shift leaders in an assigned cottage and provide technical guidance and training to lower level Residential Care Workers, volunteers, and contract workers. Responsibilities include coordinating work area duties for shifts; planning for future unit needs and resources; performing duties involved with the care, supervision and assessment of children to include handling the more difficult or serious situations; and acting in the absence of the Residential Care Worker Supervisor. This class is distinguished from the Residential Care Worker Supervisor in that the latter is the first line supervisor responsible for supervising and evaluating the work of staff on multiple shifts in a cottage or cottages.

■ FUNCTIONS

The examples of essential functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

The following apply to all classes:

1. Assists and supervises children ages 0 to 18 years with meals, bathing, hygiene and other daily routine tasks.
2. Develops, plans, and supervises daily recreational and social activities, including outdoor programs and physical exercise.

3. Implements the Polinsky Active Teaching Approach (PATA) and other facility policies, procedures, and techniques to assess and instruct children in positive behavior management, socialization, and living skills.
4. Observes and documents the behavior, development and needs of children and reports to nurse or appropriate person as needed.
5. Maintains daily written records and logs of observations and concerns about individual children.
6. Prepares incident and other written reports.
7. Consults and communicates with shift leaders, supervisors and professional staff concerning behavior issues and the needs of children.
8. Performs light housekeeping duties to ensure a neat, clean and orderly environment, such as bed making, laundry, and takes inventory of clothes, linens, food and supplies.
9. Comforts and provides guidance to children in distress.
10. Interviews involved parties and/or responds to critical incidents and emergency situations.
11. Assists in physical restraints.
12. Conducts conferences with assigned residents to document behavior and progress.
13. Carries out daily living plans for children, developed by a multi-disciplinary team of facility staff.
14. Transports individual and groups of children to appointments or on field trips outside the facility.
15. Orients new staff and provides technical guidance to volunteers and contract workers.
16. Orders and restocks supplies.
17. Conducts group meetings with children to discuss facility/cottage rules and procedures, address concerns, and provides instructional information on appropriate behavior management and use of living skills.
18. Assists in the intake and release of children.
19. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Senior Residential Care Worker:

Essential Functions:

All the functions listed above and

1. Acts as shift leader on an assigned shift in a cottage, providing direction, technical guidance and training to subordinate staff, volunteers and contract workers regarding programs, activities and the handling of various situations related to the care and supervision of residents.
2. Ensures that proper records and reports are maintained and prepared.
3. Assists Residential Care Worker Supervisors with documenting work performance of staff and provides input regarding staff performance.
4. Advises and consults Residential Care Worker Supervisors on issues to address concerns and resolve problems.
5. Implements facility policies and procedures.
6. Responds to and handles the more difficult and serious situations including critical incidents or emergencies which occur on an assigned shift.
7. Ensures that the emotional and physical needs of the children are met including those with special needs.
8. Directs and coordinates the activities and daily routine of an assigned cottage to ensure they are conducted according to schedule and procedures.
9. Coordinates and organizes outings and special events.
10. Acts in the absence of the Residential Care Supervisor.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following applies to all classes:

- Basic dynamics of child development.
- Behavior patterns of disturbed children and youth.
- State and County rules and regulations governing emergency child care facilities.
- Emergency procedures in residential care facilities.
- Principles and techniques of interviewing.
- Welfare and Institutions Code.
- Basic psychological, behavioral, sociological, and cultural factors in dealing with dependent children.
- Principles of group dynamics control and discipline.
- Methods and techniques of directing children's group activities, and individual and group counseling.
- Meals and special diets.
- Arts and crafts appropriate for varied age groups.
- Principles of public relations.
- Illnesses common to infants and children.
- First aid techniques.
- Emotional responses to separation and grief.
- County customer service objectives and strategies.

Senior Residential Care Worker (in addition to the above):

- Principles and techniques of lead work and training.

Skills and Abilities to:

The following apply to all classes:

- Perform routine tasks in the supervision and care of children/youth in all age groups.
- Organize and supervise a group of children in recreational and social activities.
- Implement a behavioral management program including the Polinsky Active Teaching Approach (PATA) and apply positive behavioral techniques.
- Assess situations to prevent or solve problems and use sound judgment in taking appropriate action.
- Provide emotional support and understanding to children/youth experiencing separation and anxiety.
- Assess and respond effectively to emotional changes in children/youth, emergency situations, and/or critical incidents.
- Prepare clear, concise, and accurate reports.
- Establish and maintain a rapport with the children/youth and a cooperative working relationship with staff and the public.
- Communicate effectively orally and in writing.
- Establish effective working relationships with people representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Senior Residential Care Worker (in addition to the above):

- Train staff in the application of the Polinsky Active Teaching Approach (PATA) and other related techniques and procedures.
- Plan, organize and direct the activities of an assigned shift in a 24-hour emergency shelter care facility that provides care, supervision and treatment of dependent children.
- Provide technical guidance and training to subordinate staff.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Residential Care Worker Trainee:

1. Six (6) months experience in the care of children and infants.

Residential Care Worker I:

1. Completion of twelve (12) units from an accredited college in Behavioral Sciences or Child Development Theory, to include Behavior Management Techniques and Child Psychology/Child Development; AND, six (6) months experience in the care of children and infants; OR,
2. One (1) year of work experience as a Residential Care Worker Trainee in the County of San Diego.

Residential Care Worker II:

1. Completion of twelve (12) units from an accredited college in Behavioral Sciences or Child Development Theory, to include Behavior Management Techniques and Child Psychology/Child Development; AND, one (1) year of work experience providing supervision and care to children in a 24-hour residential facility, a licensed day care program, or a licensed after school program for youths; OR,
2. One (1) year of experience as a Residential Care Worker I in the County of San Diego.

Note: A bachelor's degree from an accredited college or university in a behavioral science or a closely related field may substitute for 6 months of experience.

Senior Residential Care Worker:

1. Completion of twelve (12) units from an accredited college in Child Development Theory, to include Behavior Management Techniques and Child Psychology/Child Development Theory; AND,
2. One (1) year of experience as a Residential Care Worker II in the County of San Diego; OR,
3. Two (2) years of experience as a Residential Care Worker I in the County of San Diego; OR,
4. Two (2) years of work experience providing supervision and care to children in a 24-hour residential facility, a licensed day care program, or a licensed after school program for youths.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following: constant standing; frequent repetitive use of hand. Occasional: walking, standing, bending neck and waist, squatting, climbing, kneeling, twisting neck and waist, simple grasping of left and right hand, power grasping right and left hand, fine manipulation right and left hand, pushing and pulling right and left hand, reaching above shoulder level, reaching below shoulder level; lifting objects weighing up to 75 pounds from below the waist to a height of 3 feet; restraining minors up to 18 years of age.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None required.

Note: Incumbents must successfully complete training on Preventing and Responding to Assaultive Behavior (PRAB) within the first 12 months of employment.

Working Conditions

Works with children and youth of all ages in an institutional setting; required to work a variety of shifts including days, nights, weekends and holidays; may experience occasional verbal abuse and threats of physical violence from residents; and possible exposure to communicable diseases.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5)

New: March 5, 1975 (Class No. 005072)
New: September 2, 1980 (Class No. 005073)
New: May 26, 1995 (Class No. 005074)
New: December 31, 1975 (Class No. 005089)
Retitled: May 26, 1995 (Class Nos. 005073, 005072, 005089)
Revised: June 1, 2000
Reviewed: Spring 2003
Revised: June 15, 2004
Revised: January 2006 - VEC

Residential Care Worker Trainee (Class No. 005073)	Union Code: HS	Variable Entry: Y
Residential Care Worker I (Class No. 005074)	Union Code: HS	Variable Entry: Y
Residential Care Worker II (Class No. 005072)	Union Code: HS	Variable Entry: Y
Senior Residential Care Worker (Class No. 005089) (T)	Union Code: HS	Variable Entry: N